

## Customer Credit Reporting

**Company Name:** Royal Phone Company LLC  
**Doing Business As:** Royal Phone  
**Company Address:** 750 W. Lake Cook Rd, Suite 110 Buffalo Grove, IL 60089  
**Operating Company Number:** 8155

**Credit Reporting Data for Quarter Ending:** June 30, 2003 ▼

**Credit due in accordance with Section 732.30(a);**

**Out of Service More than 24 Hours:**

Total dollar amount of all customer credits paid:  
 Number of credits issued for repairs - 24-48 hours:  
 Number of credits issued for repairs - 48-72 hours:  
 Number of credits issued for repairs - 72-96 hours:  
 Number of credits issued for repairs - 96-120 hours:  
 Number of exemptions claimed for each of the  
 categories identified in Section 732.30(e)  
 Number of customers receiving alternate  
 phone service rather than receiving a credit.

| April  | May      | June     | Total    |
|--------|----------|----------|----------|
| \$0.00 | \$239.69 | \$111.90 | \$351.59 |
| 0      | 240      | 112      | 352      |
|        |          |          | 0        |
|        |          |          | 0        |
|        |          |          | 0        |
|        |          |          | 0        |
|        |          |          | 0        |

**Credit due in accordance with Section 732.30(b);**

**Failure to install Basic Local Exchange Service:**

Total dollar amount of all customer credits paid:  
 Number of installations after 5 business days:  
 Number of installations after 10 business days:  
 Number of installations after 11 business days:  
 Number of exemptions claimed for each of the  
 categories identified in Section 732.30(e).  
 Number of customers receiving alternate  
 phone service rather than receiving a credit.

| April   | May    | June   | Total   |
|---------|--------|--------|---------|
| \$64.95 | \$0.00 | \$0.00 | \$64.95 |
| 65      | 0      | 0      | 65      |
|         |        |        | 0       |
|         |        |        | 0       |
|         |        |        | 0       |
|         |        |        | 0       |

**Credit due in accordance with Section 732.30(c);**

**Missed Appointments**

Total dollar amount of all customer credits paid:  
 Number of customers receiving credits:  
 Number of exemptions claimed for each of  
 the categories identified in Section 732.30(3).

| April  | May    | June   | Total  |
|--------|--------|--------|--------|
| \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| 0      | 0      | 0      | 0      |
|        |        |        | 0      |